

The Five Step Appeal

1 Simple Appeal	2 Reasoned Appeal	3 Personal Appeal	4 Final Appeal	5 Action
Ask clearly for the behaviour to change. “ Please can you lower your voice. ”	Explain the situation and why the change is needed. “ We are here to help you, but we need to be able to talk respectfully. ”	Connect the request to your shared aim. “ I want to help you, but I can't do that while I'm being spoken to like this. ”	Clearly state the consequence if the behaviour continues. “ If the language continues, I will need to end the call. ”	Follow through with the action you stated. “ I am going to end the call now. ”
Purpose: Gently redirect and prevent further escalation.	Purpose: Give a clear reason for your request.	Purpose: Show how their behaviour is affecting the conversation.	Purpose: Set a clear boundary and explain what will happen next.	Purpose: To protect safety and apply the boundary consistently.

When to use The Five Step Appeal:



Distressed or frustrated?

Listen, understand and de-escalate first.



Behaviour needs to change?

Use the Five Step Appeal to set a clear, respectful boundary.

Remember: Start with what the person needs from you.

Using the method well:

- ✓ Keep each appeal short.
- ✓ Pause and allow a response.
- ✓ Increase firmness, not emotion.
- ✓ Only state consequences you can follow through.
- ✓ Take action when the final boundary is ignored.
- ✓ Report the incident afterwards.



Remember: Communicating in a clear and structured way will help reduce risk and protect everyone's safety.